

CENTRAL INTELLIGENCE AGENCY

WASHINGTON, D.C. 20505

22 December 1988

Mr. Rick Johnson  
Walt Disney World Company  
Seminar Production  
P.O. Box 10,000  
Lake Buena Vista, FL 32830-1000

Dear Rick,

The team of CIA Managers who attended your seminar on the Disney Approach to Quality Service, December 13-16, 1988, were so impressed with the seminar and what we learned that we have recommended that our boss, Mr. Edward J. Maloney, the Director of Information Technology for CIA, attend your People Management Seminar. Ed has asked that I find out who his counterpart managers at Walt Disney World are so that he can pay them a courtesy call while he is there and perhaps discuss topics of mutual concern in the administrative support area. He is particularly interested in meeting your directors or managers of Information Services and Vista United Telephone. As Director of Information Technology, Ed is responsible for providing data processing and telecommunications, including voice telephone service, for all CIA facilities in the USA. Since emergency power supply is critical to providing these services continuously 365 days a year, 24 hours a day, Ed would also be interested in visiting the Reedy Creek Utilities Company and talking with the manager there.

STAT  If you have any questions regarding this request, you may contact me on  or call Ed directly on

Once again, on behalf of myself, Carl, and Rick, thanks for a superb seminar and for your thoughtful hospitality during our visit.

Sincerely,

STAT   
Chief, Training Branch  
Office of Information Technology

cc: Edward J. Maloney